



GREENE KING
PUB PARTNERS



Induction & Beyond

Training Guide



Learning &
Development
Team

Every partnership
begins with you.



All about Pub Partners training...

Greene King Pub Partners is based in Bury St Edmunds, Suffolk. **We operate around 1,000 leased, tenanted and franchise pubs with independent operators.**

We are part of Greene King which was founded in 1799 and has 225 years of heritage in brewing and pubs. All our Learning & Development support is designed to set you and your business up for success.

***Finalists & Winners of the
BII NITAs awards***



Our training has been recognised by the BII as industry leading. We want our business partners who run our pubs to be the very best, to be successful and so our training and development provides everything that is needed to make that happen. After all our whole purpose is to Pour Happiness into Lives.

Every Partnership Begins With You.

Beginning your training...

The training when you join us

Once you have found the right pub with us, we want to ensure you have the best possible start in your pub business. **Our Pub Power welcome programme and essential training will ensure your transition into a Greene King Pub Partners pub is a success from the start.**

To start your journey with us we provide three training elements: The Essential Training; Online Learning and The Pub Power Welcome Programme, including continuous help in your first 100 days.

Essential training

Before you are able to enter into an agreement with us you will be required to undertake the **following training**:



Pre-entry awareness training (PEAT)

This will provide you with everything you need to know about taking a pub tenancy or lease agreement. This is vital for you and is required as part of the Pubs Code Regulations to ensure you understand your and our obligations within a tied agreement. You will need to access and pay for this module directly from the British Institute of Innkeeping (BII) by visiting www.bii.org/industry-advice/peat



APLH (England) SCPLH (Scotland)

The Award for Personal Licence Holders (England) and the Scottish Certificate for Personal Licence Holders provide a personal licence which is required by anybody authorising the sale of alcohol to the public and includes:

- Roles and legal responsibilities
- The premises licence
- The roles and duties of a designated premises supervisor
- Temporary Event Notices
- Operating Schedules
- The responsible retail sale of alcohol
- BII Level 2 Award for Personal Licence Holders exam

This training is widely available and we can support you with either virtual or face to face options.



Safe start

This Greene King E-learning Module will guide you through all the safety checks required in your pub and advises you on the responsibilities for both you and Greene King Pub Partners before you move into your pub.



Short Term Agreement Digital Welcome

If you're on a Short Term Agreement, you'll be invited to our digital welcome via Teams.



Pub Power Welcome

Our three day programme designed to set you up for success before you take over your pub.



First 100 Days Support

Once you've settled in your pub, one of our Learning & Development Partners will visit and discuss any ongoing training needs for you and your team.

Pub Power Welcome

This three-day course includes accommodation throughout and your evening meal on the first night. It's an inspirational three days where you **get to know Greene King; our history, our purpose of "Pouring Happiness into Lives", our famous beers and our business strategy.**

It provides a great foundation to run a successful pub business by **bringing your business plan to life, up-skilling in digital marketing, market trends, operations and business finance.**

In addition, you will be signed up to a year's e-learning license via Flow/MapalOS.



Day 1



Welcome to Greene King – develop the vision for your pub and making it a reality. Learn how to manage your cellar effectively so draught products are consistent in quality and gain the highest yield from every barrel and keg, and your customers receive the perfect pint every time!

- Greene King heritage & values
- Your vision & USP
- People – what makes a successful team
- Practical cellar session & Brewery tour
- Products – presentation, brands and range



Day 2



Get to understand the financial controls for your business and how you can drive profitability and sustain financial fitness.

- Business finance
- Setting business targets
- Driving profitability and controlling costs
- Making it happen



Day 3



Learn about customer segmentation and the importance of market insight, marketing tools and trends.

- Study tour re-cap
- Segmentation
- Pubs Code
- Meet the experts
- Safe and legal
- iDraught
- Ongoing support resources



Flow/Mapal E-Learning

We partner with training providers Flow/Mapal to bring you a year's access to dynamic and engaging e-learning solutions. Upon completing the Pub Power Welcome, you and all your team can take advantage of tailored learning tools designed to enhance skills and drive success.

E-Learning Solutions



The E-Learning Solutions are funded by us for the first year. We offer a wide range of online learning courses, such as:

- Health & Safety Level 1 & 2
- Food Safety Level 1 & 2
- Food Allergens
- First Aid Awareness
- Fire Safety Awareness
- Picking Up Manual Handling
- COSHH: Working With Hazardous Substances
- Licensing Scotland
- Licensing England and Wales

Continuous Development



Live webinars every month covering a variety of topics from business building to consumer insights.

See what's coming up here:
[Training Calendar](#)

Various forms of self serve content are also available for you to access at your convenience via PubPartners.net through the PubTube tab.

What our Partners think:



Leva Bartrum

The Golden Star, Norwich
pictured with **Sarah Ryan-Andrews**,
Learning & Development Partner

"Greene King Pub Partners have given me the confidence and backing I needed to step-up from working in this pub to running it as my own".



Marc & Jess Edmunds

The Futurist, Liverpool

"There are a great range of courses available that provide different benefits. Quite a few of our employees have been to the Social Media courses and it has made them feel more valued because we've shown that investment in them".



Sachin Singh

The Six Bells, Shinfield

"All the training we receive from Greene King gives us an extra mile in our business. After receiving the training there have been so many positives. My team's attitude has changed. I don't think anybody else could support us at that level".

Induction & Beyond

www.greenekingpubs.co.uk

Email: pubpartnerstraining@greeneking.co.uk

Phone: 01284 843075

